



RE-USE STRATEGY FREQUENTLY ASKED QUESTIONS (FAQS)

Q1. What is the Facility Re-Use Strategy?

The Facility Re-Use Strategy is a unique opportunity to partner with the City to operate select City-run facilities and provide services identified as priorities by the neighborhoods. The goals of the strategy are to: a) leverage the voter-approved 2000 Measure P bond investment by consolidating City operations into larger, more efficient facilities (Multi-Service Delivery Hubs); and b) reduce the City's on-going operational expenses by identifying alternative providers to assume operational responsibility of select facilities and provide services identified by the community as a priority.

Q2. Why is a Re-Use Strategy necessary?

In November 2000, San Jose voters approved Measure P—a \$228 million bond to construct and improve parks and recreational facilities. As a result, 190 capital projects will be completed and 10 new recreational facilities will be opened by 2010. These new facilities will almost double the amount of square footage the Department of Parks, Recreation and Neighborhood Services must managed.

At the same time, the Department's operating budget has been reduced by approximately 25% (bond funds cannot be used for on-going maintenance and operations of facilities). As a result, the City must reduce the number of facilities in its inventory in order to ensure quality service and appropriate staffing levels in the larger, more efficient centers that will be coming on line over the next several years.

Q3. Which sites will be affected? There are currently 34 sites that have been identified as opportunities for re-use. These are as follows:

Region	Sites
1 (Council Districts 1 and 6)	Rainbow Park Neighborhood Center, Moreland/West San Jose Community Center, San Tomas Neighborhood Center, Willows Sr. Center, Hoover Community

	Center, Hamman Park Neighborhood Center, Sherman Oaks Community Center, Bramhall Park Neighborhood Center, River Glen Park Neighborhood Center
2 (Council Districts 2, 9, and 10)	Houge Park Neighborhood Center, Cambrian Park Community Center, Kirk Community Center, Hoffman/Via Monte Neighborhood Center, “The Spot” Youth Center
3 (Council District 3)	Lower & Upper Watson Park Community Center, Bakesto Park Neighborhood Center, St. James Senior Center, Olinder Neighborhood Center, McKinley Community Center, Northside Community Center
4 (Council Districts 7 and 8)	Alma Youth & Senior Centers, Fair Youth Center, Shirakawa Community Center, Welch Park Neighborhood Center, Meadowfair Community Center, Millbrook Community Center
5 (Council Districts 4 and 5)	Noble House, Old Berryessa Library, Old Alviso Youth Center (Liberty Street property), Joseph George Youth Center, Capitol Park/Goss Neighborhood Center, Hank Lopez Youth & Community Center and Hillview Library

These sites range in size from 500 square feet to approximately 18,000 square feet. Some of them are located on school sites and, therefore, will require a joint effort with the school district. A condition assessment of the sites has been conducted and it is anticipated that some facilities may be removed from the re-use list as alternative City uses are identified. The list of re-use sites will be finalized in March prior to the release of a Request for Qualifications to identify alternative operators of the proposed re-use sites.

Q4. How were sites identified?

The following factor were considered in determining potential Facility Re-Use sites:

- a. Council policy allows for City-owned land/buildings to be made available provided that they are not immediately needed for public purposes and will be retained for public use.
- b. Sites scheduled for closure as a result of new construction.
- c. In accordance with Greenprint, one Multi-Service Hub site was identified in each Council District.

- d. Remaining sites were evaluated based on service demands, operational efficiencies and potential for re-use by outside providers.
- e. Whether a new bond funded facilities is coming on-line in the next 4 years in the area;
- f. Asset mapping which included the number of sites within a service area, other service providers offering like services in close proximity and adequacy of facility to meet programming needs, and
- g. Determination of a facility's cost effectiveness.

Q5. Will services remain the same at Facility Re-Use sites?

Services may or may not remain the same based on the community input process and the interest of providers. The City is committed to maintaining access and services that are responsive to the needs of residents. Consequently, community meetings will be held to solicit input from affected residents to determine service priorities. This input will be incorporated into a Request for Qualifications for each site and any new provider will be evaluated based on their ability to meet the identified needs and desired level of service.

Q6. Who can apply to use these sites?

Any interested legal entity can apply including non-profit agencies, for-profit businesses, schools or other 501 (c) 3 groups. Potential operators will be evaluated based on their financial capacity, organizational experience and ability to deliver the services identified as neighborhood priorities.

Q7. Will there only be one operator at each site?

For contractual and accountability reasons, there must be one legal entity serving as the operator of each re-use site. The City is looking to ensure maximum utilization of facilities, a broad diversity of programs and minimal service disruption. Consequently, the City strongly encourages collaborative proposals and efforts to partner with existing users of the re-use sites.

Q8. With for-profits allowed to compete for the operation of these facilities, wouldn't this be a gift of public funds?

Operators will be required to pay fair market value for Re-Use sites. Consequently, there will be no gift of public funds. As appropriate, the value of services to be provided by the re-use operators may be considered as an offset to the required rent. However, in no instance shall the rent be less than \$1 per year. The amount of rent and any fair market value offset will be outlined in the negotiated agreement with each re-use operator.

Q9. What specifications will the City look for?

Prospective operators must be legal entities and provide services identified as priorities in the Request for Qualifications (RFQ). Potential operators will be evaluated based on their financial capacity, organizational experience and ability to deliver the services identified as neighborhood priorities.

Q10. What is the process to apply?

Those interested must apply via an RFQ process. RFQ information will be released in the later part of March 2006. Interested parties are encouraged to contact City staff at the numbers below to be added to the notification distribution list.

Q11. How will agencies be selected?

The Operator Selection Committee, comprised of City staff, members of the Facility Re-Use Community Taskforce and neighborhood representatives will review the responses to the Request for Qualifications. The top five qualified proposals will be invited to make a presentation to the Selection Committee. The Selection Committee will then submit its recommendations through staff to the City Council for final approval.

Q12. Who and what criteria will be used to evaluate providers and their performance?

The RFQ project team will develop the contract monitoring strategy, including contract development, oversight, monitoring and evaluation of contract compliance and program implementation to ensure the maximum benefit is achieved.

Q13. Who and how will agencies be monitored?

The selected operator will be expected to execute an agreement with the City for the operation of the re-use site. This agreement will outline the scope of services to be provided, the level of reporting required along with detailed performance measurement objectives. City staff will meet with operators throughout the contract period to evaluate performance and regular reports will be made to the City Council. In addition, each operator will be expected to develop a tool to measure customer satisfaction and will be required to submit that information to the City. Members of the public will be able to provide feedback to the City by submitting a customer service survey that will be made available on the City's website (www.sanjoseca.gov/prns/)

Q14. If an agency does not meet its contract, what will the City do?

All Re-Use agreements will have termination clauses. In the event that an operator fails to comply with requirements of the agreement, the operator will be given the opportunity to correct the performance issue. However, continued failure to take corrective action will result in other action such as termination of the agreement.

Q15. Will agencies receive compensation or an incentive for services they provide at the sites?

The expectation is that re-use operators will assume responsibility for the on-going maintenance and operations of the Re-Use Facilities. In addition, it is expected that re-use operators will pay fair market value for the use of these facilities. The City's contribution to this partnership effort will be the re-use of the site and a joint marketing campaign to inform the community of the changes and new service offerings.

Q16. Who will pay for maintenance? Will there be a lease fee?

The operators will be responsible for maintenance. A fee will be established so that the operations of the re-use sites will be cost neutral to the City. The City will retain responsibility for major system repairs or maintenance (i.e., roof replacement, HVAC repairs, etc).

Q17. What happens if a proposal is not received for a re-use site?

The City cannot continue to absorb the operational costs of re-use sites. Consequently, if there is no suitable operator for a site, the site will be closed and/or converted to parkland.

Q18. How will you ensure that the Re-Use Strategy is successful?

PRNS has developed a Facility Re-Use workplan that includes an interdepartmental team to monitor the overall process. A Facilities Re-Use Community Task Force has been established to work with staff to ensure an open, competitive process responsive to neighborhood needs. The Task Force is comprised of representation from the Youth, Senior, Parks and Recreation and Disability Commissions; Project Area Committee (PAC) members from the Strong Neighborhood Initiative; United Way; San José State University's Urban Planning Department; Strong Neighborhood Initiative staff; the business community; the Community Foundation; a union representative, and school districts. Their role is to discuss and finalize the community outreach strategy, plan and organize regional meetings, ensure thorough community outreach and participation at regional meetings, ensure community input is incorporated into

the RFQ and ensure community representation during the Operator review and selection process.

Q19. What opportunities will there be for the community to have meaningful input into determining service needs, service providers and performance standards?

In addition to the Community Task Force meetings, the City is conducting 10 community input meetings throughout the City to solicit input from residents about service priorities and concerns. These will be public meetings and residents are encouraged to attend. The schedule of meetings is posted on the following website: www.sanjoseca.gov/prns/. In addition, the review of proposals will be conducted at a public meeting; consequently, the residents can provide input at those meeting. The website will also contain a customer satisfaction survey. Residents can download the survey and forward it to City staff as another means of providing input. Finally, regular reports will be made to the City Council. The dates of those reports will also be made available on the City's website. For those individuals without access to computers, copies of the re-use reports will be made available at the City's community centers.

Q20. For agencies who currently use the sites for meetings at cost neutral, will this agreement be honored?

City-run facilities will continue to offer reservations according to the adopted fees and charges resolution. Every effort will be made to encourage new operators to partner with existing providers. Existing contracts will be honored. As these agreements expire, continued use will be subject to review and the prioritization of community needs.

Q21. What mechanisms will be put in place to ensure community access to facilities subject to the re-use?

Centers will remain available to the community as rentals [for a fee] when available. In addition, re-use sites will continue to be public facilities. As such, each operator will be required to make the facility available for public use. The level of use will be outlined in the operator agreement.

Q22. Will similar programs and services be offered? Will fees for these programs and services rise?

The goal of the Facility Re-Use process to identify alternative providers that will meets the needs of the neighborhood. The details of program fees and services will be determined during the contract negotiation period of the Facility Re-Use process.

Q23. Will the City give certain groups first right of refusal for operations of these facilities?

The City is exploring alternative City operations that can utilize the recreational spaces. For example, some facilities may be used for Adult Sports programming, to house the City's Neighborhood Development Center or as office space for the Strong Neighborhoods Initiative. As public facilities, our goal is to identify appropriate City services that can continue to operate at the re-use sites. First priority will be given to those programs.

Q24. How long will the Facility Re-Use Strategy be in effect?

The initial Facility Re-Use Strategy process is expected to be completed by October, 2006. Agreements with providers are expected to be for five years subject to annual review and appropriate termination clauses.

Q25. How can I continue to receive information about the Re-Use Strategy?

Sign-up for our email notification list at a regional meeting, contact Maria Hurtado at 535-3585 or Cynthia Bojorquez at 535-3581, obtain hard copy updates at community centers or visit the website: (www.sanjoseca.gov/prns/).